North Carolina Immunization Registry (NCIR)

Manage Vaccine Orders (Non-COVID-19 Vaccines)

User Guide

Last Updated: January 14, 2022





Create Order and Modify Order Screen

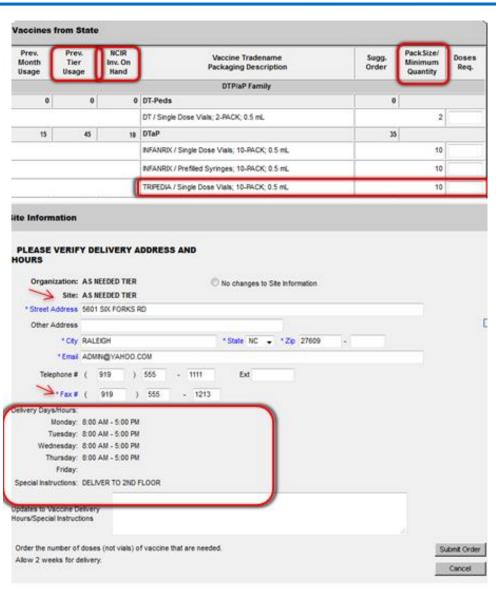


New Create Order Screen

Please Note:

- 1. Prev. Tier Usage: **Change in wording**: Your ordering schedule has not been affected no change.
- 2. NCIR Inv. On hand: **Chang in wording**: Your actual physical inventory on hand should correspond to this.
- 3. Dose/unit column: **Removed** completely.
- 4. Pack size/Min. Quantity: New addition (right) will go more in depth on how to use this column when creating an order in a few.
- Display of Delivery Hours: The same format change with the manage site screen has been transposed here. The delivery window; delivery hours and special instructions have not changed.
- 6. Removal of Contact Name: Will go a little more in depth.
- 7. Fax # Added now required.
- 8. Trade name and packaging description format has changed:
 - 1. The manufacturer was removed.
 - 2. The trade name, packaging description and dose size display is all on the same order by line item.
 - 3. It is the most current presentation that is available: this presentation will provide greater clarity on the specific package being ordered to help eliminate confusion.





If you need assistance placing/creating an order. Please contact the help desk and/or your consultant.

Pack Size/Minimum Quantity Column

Please Note:

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

The packaging description will help guide you when placing an order – now all one line item under the vaccine family.

- 1. Within this column Example:
 - 1. Infanxrix/10 dose vial the pck size/min. quantity is 10. So, you would want to order either: 10, 20, 30, etc doses.
 - 2. Another example: Order 13 instead of 10.

(You will receive the error message pop-up)

When entering a dose, it must be divisible by the minimum order quantity.

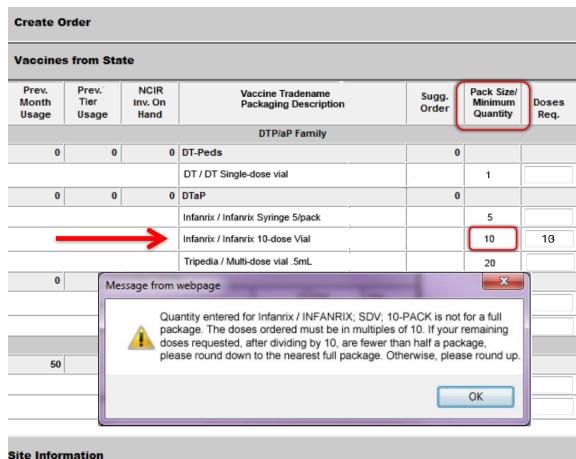
The error message will also provide guidance with rounding up or down in regards to your Suggested Order.

For example: Suggested Order Quantity:

For Large Providers: If your suggested order quantity is 98, order 100 doses.

For Small Providers: If your suggested order quantity is 7 order 10 doses.

This error message will help to create a more efficient and accurate order by guiding you when placing an order.



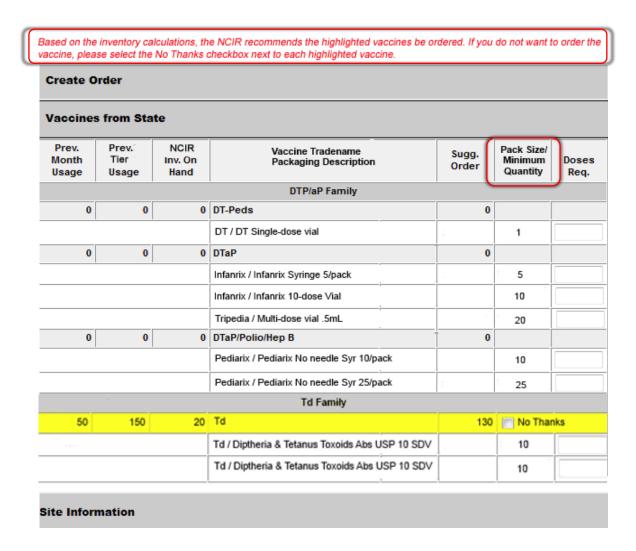
"No Thanks" Button

Please Note:

Prior to this functionality change, the internal process was that once an order was placed, we would verify that order. If an order item was left blank, then we would call you (providers) to gain more insight on the status of the vaccine (to discover if it was needed).

The **implementation of "No Thanks"** now allows the NCIR to complete this verification process automatically. It will be up to you to verify whether the vaccine is needed.

So, whether you happen to overlook (and forgot) to enter a vaccine, or you intentionally left that particular field blank; by selecting the "No Thanks" button, that let's us know that you purposely do not want to order that vaccine.



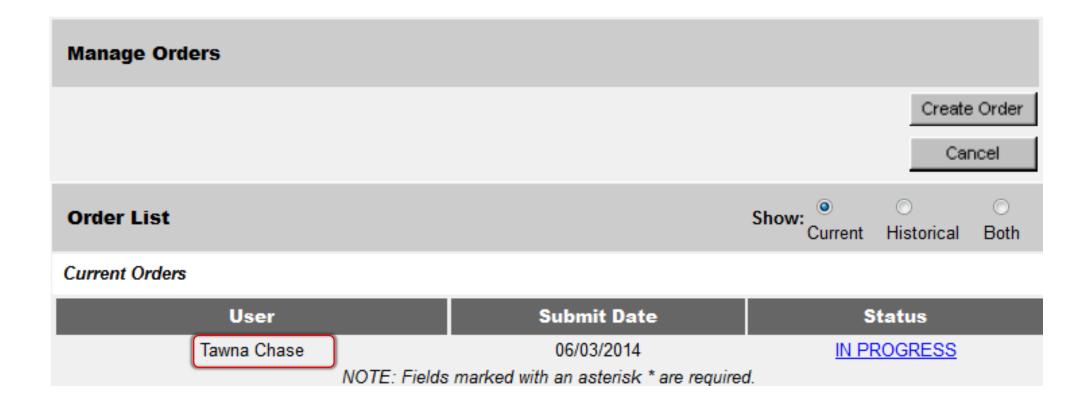


Manage Order Status



Manage Order Status

On the Mange Order Status Change, you can still view who placed an order for your organization.





Order Statuses (1 of 2)

Current Order Statuses:

- **Pending**: The order has not been reviewed by the Immunization Branch. This type of order an still be modified by the Ordering Organization.
- **In Progress**: This indicates the order has been received and is being reviewed by the Immunization Branch. At this status, this type of order can no longer be modified.
- Shipped: This indicates all approved order lines have been shipped to the Ordering Organization. At this status, this type of order can no longer be modified.
- Cancelled: The order was cancelled by the Ordering Organization. This type of order can no longer be modified, and is considered a historical order.
- **Partial Ship**: This indicates the order was approved and exported to CDC. The order remains in this status until shipments are received for this order. At this status, this type of order can no longer be modified.
- **Denied**: This indicates the entire order was denied by the Immunization Branch. Please see the comments at the top of the view order screen for more information. At this status, this type of order is not submitted for processing, can no longer be modified, and is considered a historical order.



Order Statuses (2 of 2)

Current Order Statuses:

- On Hold: This indicates the order is being reviewed by the Immunization Branch and has been placed on Hold. The order will remain in this status until it is either Denied or Approved. Please see the comments at the top of the view order screen for more information. At this status, the order can no longer be modified.
- **Sent to CDC:** This indicates the order was approved and exported to the CDC. The order remains in this status until shipments are received for this order. At this status, this type of order can no longer be modified.
- Approved: This indicates the order has been reviewed and approved. At this status this type of order can no longer be modified.

Kathy VanAbel	08/07/2014	SENT TO CDC
Kathy VanAbel	08/04/2014	<u>APPROVED</u>
Kathy VanAbel	07/17/2014	<u>IN PROGRESS</u>
Kathy VanAbel	05/28/2014	PARTIAL SHIP

To view these statuses:

Click on the **Manage Orders** link. From there, you will see the blue link on the right-hand side.



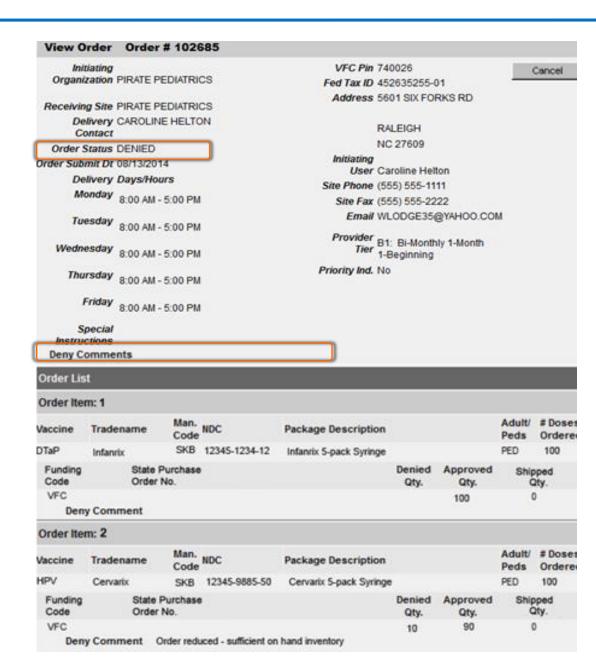
View Order Screen



View Order

Two main items on the VO to focus on are the:

- Ordering Status
- Deny Comments: In regard to the "denied" and "on hold" statuses





Denied Order Status and Comments

There are two possible ways that a "deny comment" would exist:

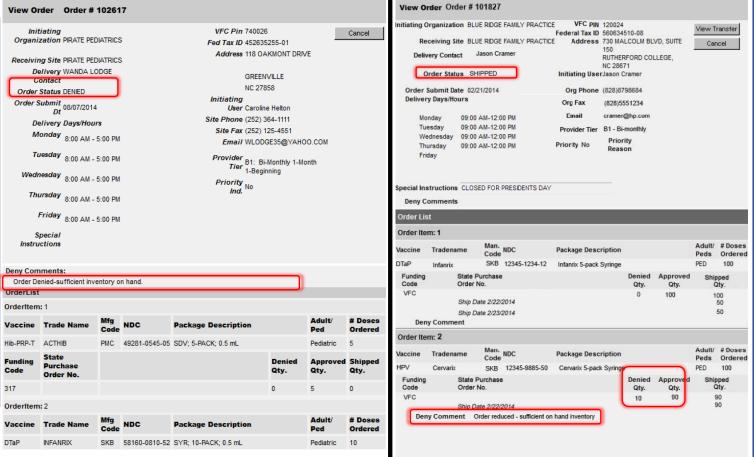
- The entire order has been denied.
- 2. An individual item (i.e. a order quantity of a vaccine) has been denied.

When an entire order is denied, the following comments will be listed:

Out of compliance for more than 2 weeks, a new order must be submitted.

Providers would be considered out of compliance when they are not meeting the requirements for the NCIP Program.

Order Denied – sufficient inventory on hand.



Possible comments for a individual item being denied:

Order reduced – sufficient on hand inventory.

Order Reduced - limited vaccine supply.

Out of stock – vaccine not currently available.

Order split to accommodate funding sources.

Not available for your current enrollment population.

Order on hold – contact the NC Vaccines Help Desk at (877)-873-6247.

Presentation not available

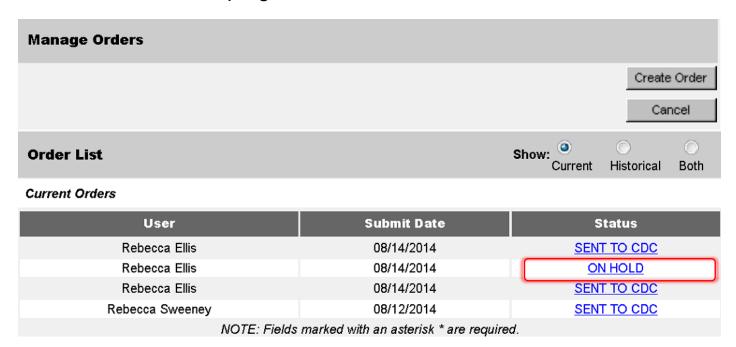
– a substitution has been
made



On Hold Status

Possible On-Hold Status Comments:

- Order on hold until temperature log submitted.
- Order on hold until inventory is submitted.
- Order on hold until a current Provider Enrollment Agreement is submitted.
- Order on hold until current temperature incident has been resolved.
- Please contact the NC Vaccines Help Desk at (877)-873-6247.
- Temporarily suspended from the NC VFC program.





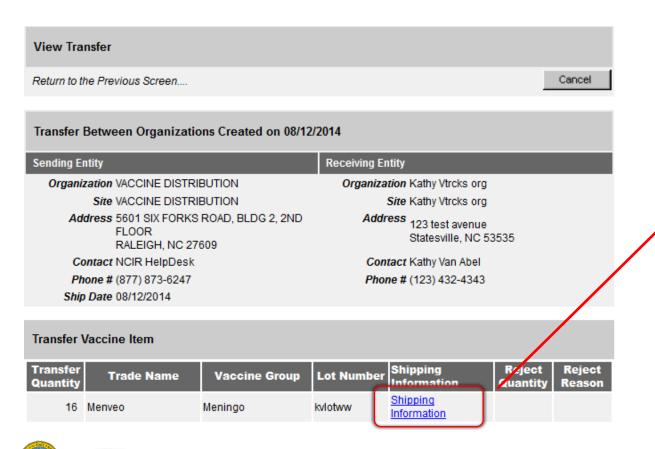
View Transfer Screen



View Transfer Screen

Providers now have the ability to track their vaccines being shipped and will be provided a tracking number.

The View Transfer screen is only available for: **shipped and partial shipped orders**.

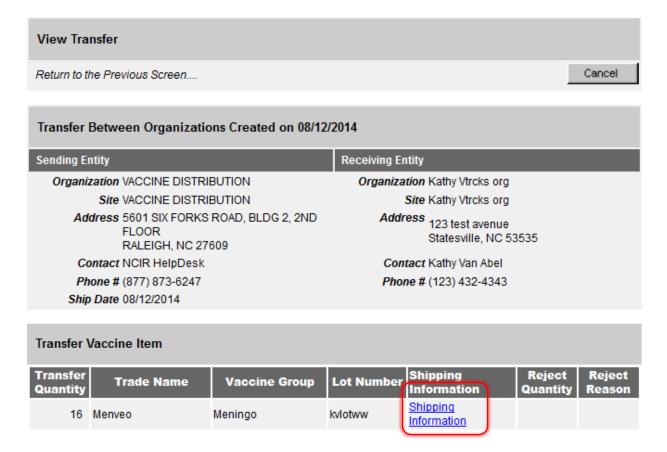


Order Shipment Information

Delivery number	222211252
Delivery Line number	222380
Date Shipped	08/12/2014
ExIS Order ID	102684
ExIS Order Line Number	316763
ExIS Order Date	08/12/2014
CDC Order Number	9999991364
CDC Order Line Number	999953
CDC Order Creation Date	08/12/2014
NDC	99999-4444-10
Quantity Ordered	16
Lot Number	kvlotww
Lot Expiration Date	05/25/2015
Quantity Shipped	16
Unit of Measure	DOS
Order Line Fulfilled	Y
Partial Shipment Indicator	N
Shipment Tracking Num	1ZE861850346412
Carrier	UPS
Expedited Shipment	N
Manufacturer	PFIZER

View Transfer Screen (cont.)

- From the Manage Orders screen, you would want to select your order with a "shipped" or "partial shipped" status.
- 2. Next, select the "View Transfer" button at the top, right-hand side.
- 3. Click the "Shipping Information" link under the Shipping Information column.



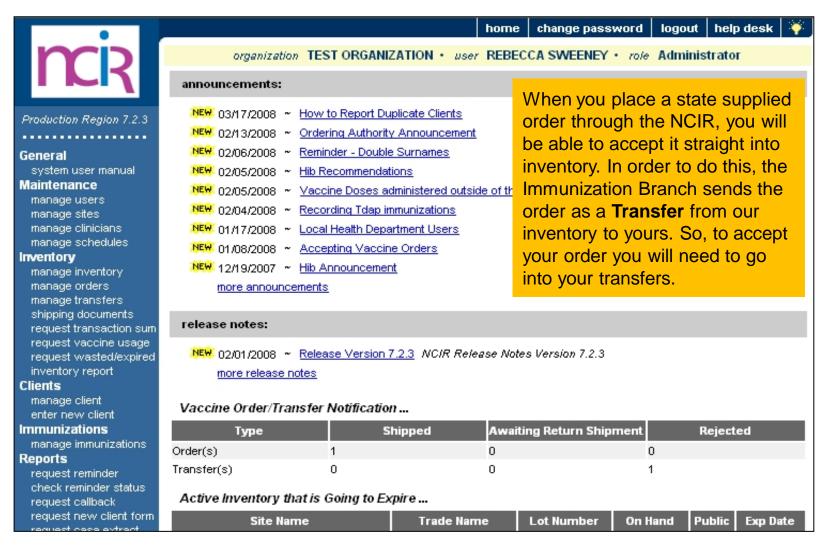


Steps for Accepting State-Supplied Orders



Step 1 of 4: Navigate to Manage Transfers

Click on Manage Transfers.



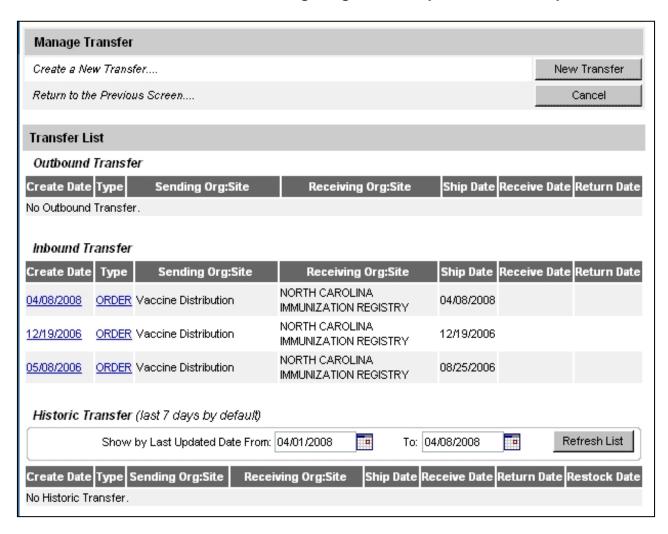
Audience

Inventory Control



Step 2 of 4: Navigate to Your Order

- Find your order under the Inbound Transfers.
- 2. Click on the **Create Date** in blue. This is going to take you to where you can view your order.



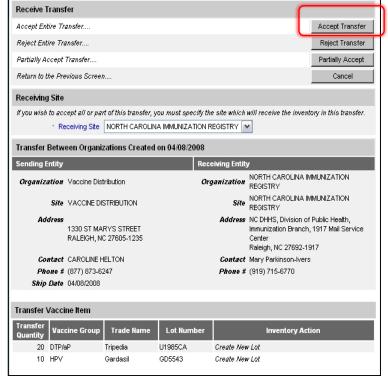


Inventory Control



Step 3 of 4: Accept Transfer

- You will see your order at the bottom of the screen. You must verify that these lot numbers and amounts match what you have on your invoice from the vaccine shipping box. If they do not match, please call the NC Vaccines Help Desk at 877-873-6247
- 2. Accept the transfer and it will be loaded into your inventory. Before you reject or partially accept your transfer you must call the Help Desk for assistance.
- If your invoice matches the NCIR order, then you can accept it straight into your inventory by clicking Accept Transfer.
- 4. When you click Accept Transfer, you will see a pop-up message like below.
- 5. Click OK.





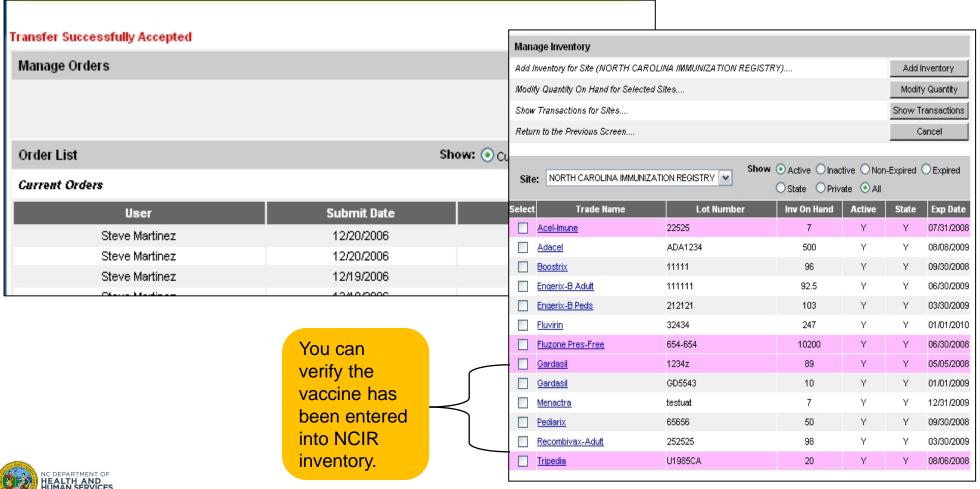


Inventory Control



Step 4 of 4: Review

When you have successfully added your order into your NCIR inventory, then you will see the message below in red. You can double check to make sure your inventory is in the NCIR by going back to Manage Inventory and then clicking Show Inventory.



Audience

Inventory Control

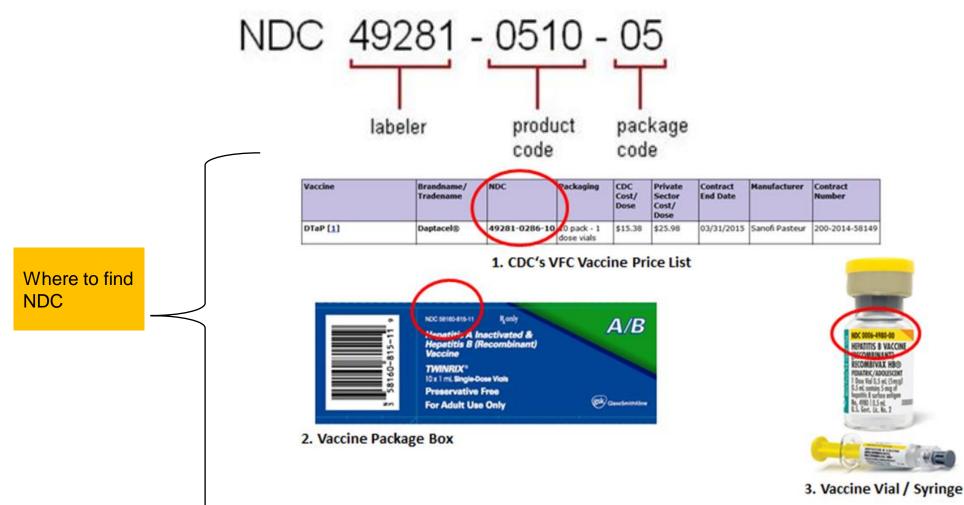
Adding/Editing Vaccine Inventory Information



NDC Number

What is an NDC?

It is the National Drug Code; a universal product identifier for human drugs.



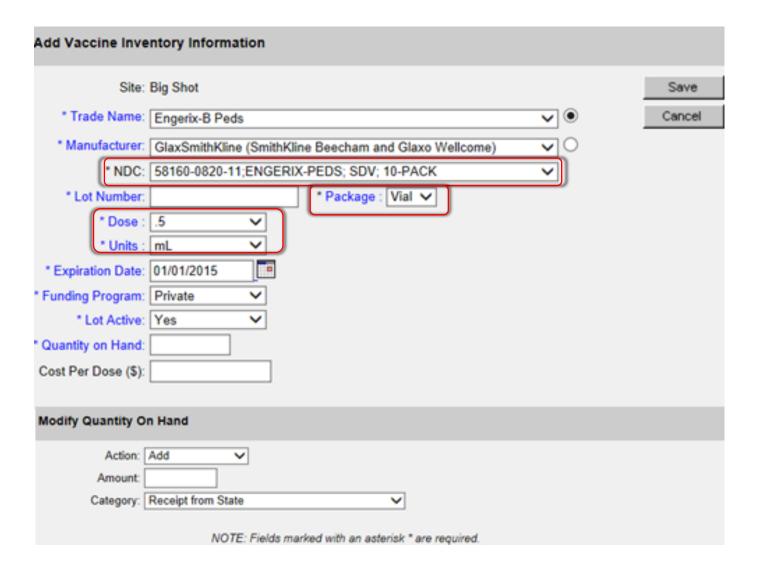


^{1.} CDC'S Vaccine for Children's Vaccine Price List (http://www.cdc.gov/vaccines/programs/vfc/awardees/vaccine-management/price-list/index.html

^{2.} National Institute of Health's National Library of Medicine. (http://dailymed.nlm.nih.gov/dailymed/archives/fdaDrugInfo.cfm?archiveid=11130

Add/Edit Private Vaccine Information Inventory

When an NDC is selected, it will prepopulate the: package, dose size and units.





Where to Go for More Help?





Questions?

Contact your Regional Immunization Program Consultant (RIC)

The RIC Coverage Map with contact information is located on the Immunization Branch website:

https://www.immunize.nc.gov/contacts.htm

NC Vaccines Help Desk

1-877-873-6247

(Monday – Friday 7:00 AM – 7:00 PM ET and Saturday 8:00 AM – 4:00 PM ET)

https://ncgov.servicenowservices.com/csm_vaccine?id=immunizations&sys_id=69f035b11b037c9099510f6fe54bcbee



Appendix



NCIR Roles

NCIR Role	Role Definition	Corollary Role in CVMS
Reports Only	This person in NCIR is only able to search for clients and view/print client specific records.	N/A
Typical User	Person who can manage, including add and edit, clients in NCIR, as well as manage inventory and ordering. This role also has all of the functionality of the Reports Only role.	Healthcare Provider
Inventory Control	Person who can manage inventory and ordering, as well as all of the functionality of the Typical user and Reports Only roles.	N/A
Administrator	Person who can manage organization users, sites, and clinicians in NCIR. They run practice-level reports, including reminder/recall. This role also has all of the functionality of the Reports Only, Typical User, and Inventory Control roles.	Location Manager

